



City of Bloomington Utilities Frequently Asked Questions

What services does the City of Bloomington Utilities provide?

The City of Bloomington Utilities provides water, wastewater and storm water services to Bloomington and part of the surrounding area. The City of Bloomington Utilities **does not** provide electrical, gas or cable TV service.

When is my Utility bill due?

All utility bills are due on the same date, near the end of each month. The exact day will vary slightly from month to month.

I lost or didn't receive my bill. How do I know how much I owe?

Call our Customer Service department at 812.349.3930 or sign in to our online system at <https://esuite.bloomington.in.gov/esuite.utilities> and log on with your account number and name as they appear on your bill.

Is it possible to receive a "paperless" monthly bill?

Yes, you can choose to receive your monthly bill online by signing up for eBilling. To sign-up for eBilling, go to our site at <https://esuite.bloomington.in.gov/esuite.utilities> and log on using your account number and name as they appear on your current bill. Click on eBill Enrollment, enter your e-mail address, choose your delivery preference (select email and deselect paper), click on "ENROLL NOW".

How can I pay my water bill?

You have five basic options:

AQUA Pay--Sign up for our preauthorized automatic payment option, which allows for prompt payment directly from your checking or savings account each month on the date your bill is due.

Sign up for Aqua Pay if not already using this option:

<http://bloomington.in.gov/media/media/application/pdf/158.pdf>

Online Payments--You may also pay your water/wastewater bill online with a debit or credit card. To sign in, go to <https://esuite.bloomington.in.gov/esuite.utilities> and log on with your account number and name as they appear on your bill. Click on the "Make a Payment" link in the Billing Status box, fill in the form, and click the "COMPLETE PAYMENT" button. **Be sure to only click the button once!**

Mail--Payment stubs should be mailed in the envelopes provided to:

CITY OF BLOOMINGTON UTILITIES
ACCOUNTS RECEIVABLE
P O BOX 2500
BLOOMINGTON IN 47402-2500

Drop box--You may use the drop box at our office at 600 E. Miller Drive (corner of Henderson & Miller).

In Person--You may pay in person at our office at 600 E. Miller Drive (corner of Henderson & Miller), Monday through Friday between 8 am and 5 pm.

What if I can't pay my bill by the due date?

Options are available. Please contact Customer Service to discuss your specific needs at 349-3930.

How much is a typical water and sewer bill?

The bill is calculated based on the size meter you have and the amount of water you use. Most residential households are served by 3/4 inch meters. The following table shows the calculations for a typical residential customer in the city limits with two people and four people living in the household. Please see the rate schedule for more information. These rates effective as of February 1, 2012.

Number in Household	<i>2 People</i>	<i>4 People</i>
Meter Size	3/4"	3/4"
Gallons Used	5,000	10,000
Units Used	5	10
Fixed Water Charges-Meter	\$6.55	\$6.55
Fixed Water Charges-Fire Protection	\$2.44	\$2.44
Water Charges-Usage	$\$3.11 \times 5 = \15.55	$\$3.11 \times 10 = \31.10
Water Charges-Tax	$(\$15.55 + \$8.99) \times 7\% = \$1.72$	$(\$31.10 + \$8.99) \times 7\% = \$2.81$
Wastewater Charges-Meter	\$6.52	\$6.52
Wastewater Charges-Usage	$\$6.36 \times 5 = \31.80	$\$6.36 \times 10 = \63.60
Stormwater Charge	\$2.70	\$2.70
Total Bill	\$67.28	\$115.72

How do I connect to sewer if my house is on a septic system?

The first step is to call City Utilities Engineering at 812.349.3650 to determine if your residence is close enough to the sewer system to connect. If it is not, the engineers will evaluate the feasibility of getting your neighborhood served by analyzing maps of the sewer system. If sewers can be extended to serve your neighborhood and 60% of the property owners request service and put up deposits, a project will be implemented to extend sewer to your neighborhood. The total cost of the project is divided evenly among the number of homes served. The City of Bloomington Utilities budgets about \$100,000 annually to its neighborhood sewer program.

Where does our drinking water come from?

Monroe Reservoir, commonly referred to as Lake Monroe, is the sole source of water for Bloomington. It is located six miles southeast of the city, has a drainage area of 441 square miles and a surface area of 10,750 acres at normal pool level. The lake is owned by the State of Indiana Department of Natural Resources and maintained by the Federal Army Corps of Engineers. According to the Indiana Department of Natural Resources, the dependable yield from the reservoir is 122 million gallons per day. Of this amount, 25% is committed to withdrawal by all users of the reservoir. The Army Corps of Engineers maintains the pool elevation of Lake Monroe, which is usually 538 feet above sea level. The City purchases water from the State of Indiana for use at the Monroe Water Treatment Plant.

What happens to the water I flush?

Sanitary sewage wastewater normally flows by gravity through underground pipes to one of Bloomington's wastewater treatment plants where the water is treated physically, chemically, and biologically before being discharged back to the environment. The pipes follow the natural drainage of the land and get larger as you go downstream and more land is served. Gaps in the gravity sewer system are overcome by installing sewer lift stations at low points in the area or neighborhood where the wastewater collects in large manholes and is pumped to gravity sewers further downstream. Most residential neighborhoods are served by 8 inch diameter gravity sewers; the largest gravity sewer in Bloomington is a 48 inch pipe. People who live north of 12th Street are served by the Blucher Poole Wastewater Treatment Plant. The majority of the city is served by the Dillman Road Wastewater Treatment Plant.

What is an easement?

An easement is the right afforded a person or company to make limited use of another's real property. Utility companies obtain easements for the installation and maintenance of power lines, telephone or television cables, and gas, water, and sewer mains.

New development is required to grant easement to the City of Bloomington Utilities for all public sewer and water lines within the development. Certain water, sanitary sewer, or drainage projects involve acquisition of easements from property owners by CBU. Depending on the nature of the project, the City of Bloomington Utilities may require that the easements be contributed in order to allow the project to proceed, or may offer fair market value compensation.